

Course Progress and Attendance Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline RTO approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to reasonably ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

RTO monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

RTO advises students, before they commence their studies, of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook and atOrientation.

All records of course progress and monitoring will be kept on file for 2 years from the date the student ceases to be an accepted student.

Monitoring course progress and attendance

To determine whether a student is at risk of unsatisfactory progress through poor results or poor attendance, the Student Administration Officer generates a report in the Student Management System following the completion of each 10-week study period.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. Gold Coast Training College commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have failed to achieve a satisfactory outcome in a minimum of 50% of assessment tasks during their most recent study period; and/or
- they have failed to attend their scheduled classes during their most recent study period.

All course progress and attendance monitoring is achieved by reviewing data on the student management system.

Intervention strategy

Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy meeting.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form; this strategy is monitored by the trainer and Director of Studies.

Extension to an expected course duration

Extensions to the course duration specified on the CoE will be allowed if:

- compassionate or compelling circumstances apply and demonstrable evidence of such is provided
- where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.

Reporting

Where a student has demonstrated the below unsatisfactory course progress indicators:

- failure to achieve a satisfactory outcome in a minimum of 50% of assessment tasks in **two consecutive** study periods; and/or
- failure to attend scheduled classes in **two consecutive** study periods, the RTO will:
- notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing RTO Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Gold Coast Training College will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

Procedures

Assess course progress and attendance

- Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
- Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the Student Management System. An attendance rate is calculated each week.
- Contact student via SMS and email if the student has been absent for more than 5 consecutive days without approval.
- Review data from student management system after each study period to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

Provide first warning and commence intervention strategy

- Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance. Include the letter on the student's file.
- Use the Intervention Form to guide the meeting with the student. Document agreed interventions on the Intervention Form and implement immediately.
- Include the Intervention Form on the student's file.
- Monitor progress through regular communication and document progress on form.
- In consultation with the student, adjust the intervention if required and update the Intervention Form
- Sign off on form when the intervention is complete, and the student is meeting course progress/attendance requirements.

Advise of Notice of Intention to Report

- Where the student is not meeting course progress/attendance requirements in a second consecutive study period, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.
- If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
- Complete all actions associated with cancellation such as removal of student's email account, access to RTO property and so on.

Responsibilities

The Director of Studies is responsible for:

- reviewing data to check course progress and attendance
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the Director of Studies of students they consider to be having difficulties with course progress and/or attendance.